

ABSTRACT OF THE DISCLOSURE

A connectivity unit CB provides for communication with a service entity across a
5 communications infrastructure. Prior to operational use, the connectivity unit is configured
by the downloading of operational communications parameters over the communications
infrastructure to the connectivity unit. To this end, the connectivity unit has configuration
communications parameters pre-installed therein prior to the user taking possession of the
unit. The configuration process involves a first phase (Phase I) in which the user C gives the
10 operator of the service entity certain details (name, address, telephone number) by calling a
call center, these details being entered into a user record held in a database. Thereafter a
second phase (Phase II) is effected in which the unit connects to a configuration manager of
the service entity by using a configuration network access point NAP which carries out a
logon authorisation check by contacting a configuration authorisation server. The telephone
15 number of the configuration NAP and a configuration logon username and password form
part of the pre-installed configuration communications parameters. The authorisation server
passes the configuration manager the IP address assigned to the connectivity unit by the
NAP and the configuration manager then contacts the unit. Thereafter, the user record for
the unit is accessed and operational communications parameters are downloaded to the unit,
20 these parameters including the number of the operational NAP, and the corresponding
username and password to be used. The second phase preferably takes place automatically
upon the user first plugging in the connectivity unit.